



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Hughes, et al.  
Serial No.: 10/606,683  
Filing Date: June 26, 2003  
Group Art Unit: 2614  
Examiner: Gerald Gauthier  
For: **METHOD FOR PERSONALIZING  
COMPUTERIZED CUSTOMER SERVICE**

Mail Stop Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 37 CFR 1.312**

Sir:

Responsive to the Notice of Allowability mailed 07/03/2008, please amend the above identified application as follows.

Amendments to the Specification begin on page 2.

An amendment to the Abstract appears on page 4.

Remarks appear on page 5.